



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Frontier Communications - Midland, Inc.**  
**for Filing Period 4/1/2008 to 6/30/2008**  
**Tracking Number 2210**

**Performance Data - Code Part 730**

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.34	5.18	5.24	4.92
B. Operator Answer Time - Information Section 730.510(a)(1)	4.16	4.46	4.62	4.41
C. Repair Office Answer Time Section 730.510(b)(1)	18.00	54.00	76.00 *	49.33
D. Business or Customer Service Answer Time Section 730.510(b)(1)	22.00	142.00 *	111.00 *	91.67 *
E. Percent of Service Installations Section 730.540(a)	98.44 %	96.55 %	91.97 %	95.65 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	100.00 %	81.58% *	63.89% *	81.82% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.50	1.90	3.40	2.27
H. Percent Repeat Trouble Reports Section 730.545(c)	5.00 %	9.00 %	5.00 %	6.33 %
I. Percent of Installation Trouble Reports Section 730.545(f)	1.56 %	1.72 %	5.84 %	3.04 %
J. Missed Repair Appointments Section 730.545(h)	27	8	7	14
K. Missed Installation Appointments Section 730.540(d)	1	4	11	5

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$9.29	\$108.57	\$49.00	\$166.86
B. Number of credits issued for repairs - 24-48 hours	4	2	11	17
C. Number of credits issued for repairs - 48-72 hours	2	0	2	4
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	1	0	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2	3	4	9
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$10.00	\$10.00
B. Number of installations after 5 business days	0	0	1	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	4	23	24	51
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0